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A Shneyderman - 2008 - books.google.com
... Consequently, we should expect some start-ups to grow into **near**-monopolies, threatening the ...
IP-based communications is one thing that is different this time around, ... growing consumer
discontent with current disparate, overly complex telecommu- nications **service** models and ...
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[BOOK] The call center dictionary: the complete guide to call center & **customer** support technology
solutions
M Bodin - 2002 - books.google.com
... **AGENT** A general term for someone who handles telephone calls in a call center. Other common
names for the **same** job, include, but are not limited to: operator, attendant, representative,
customer service representative, CSR, **customer** support representative ...
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S Maximilien, DF Bantz, KA Beaty... - 2007 - ieeexplore.ieee.org
... In each case, these **services** are specific to the **provision** of complex cross-tool systems
management tasks. We expect that the set of **services** will broaden in the future. ... At the
same time, a self-**service** portal is provided to the **customer**. ...
Cited by 6 - Related articles - BL Direct - All 6 versions

[BOOK] Integrated management of networked systems: concepts, architectures, and their operational
application
HG Hegering, S Abeck... - 1999 - books.google.com
... Languages 206 7.5 Object Request Brokers and Inter-ORB Protocols 208 7.3.1 The **Client** Side
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Level Agreements Between Provider and **Customers** 451 17.2 ...
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Virtual fortress rises from the depths
VR WorldTooIKit - Expert Systems, 1994 - Wiley Online Library
... floats down the Nile in an authentic river boat, disembarks at a dock **near** the fortress ... the user
enters the environ- ment as an active participant and moves around to explore it ... Total quality
registra- tion, internal **service**, corrective meas- ures and the application of statistical data ...

[PDF] The Market for "Melons": Quantity Uncertainty and the Market Mechanism [PDF] from joeweinman.com
J Weinman - 2010 - joeweinman.com
... are more than theoretical, eg, widely dispersed distributions of wire-line and wireless **broadband**
usage are ... if users whose consumption is light on a regular basis are charged the **same** as ones ...
Specifically, if there is a flat-rate price for a **service** based on average (expected ...
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[PDF] On-Demand Virtual Network **Service** for Dynamic Networks [PDF] from int.edu.eu
W LOUATI - 2007 - www-public.int-edu.eu
... Configurable **software** based edge router archi- tecture. Elsevier **Computer** Communications,
September 2005, Vol. 28, Issue 14, p. 1692-1699. ... CE Control Element CER **Customer** Edge router
COPS Common Open Policy **Service** CPU Central Processing Unit ...
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[CITATION] Mobile business strategies: understanding the technologies and opportunities
J Paavilainen - 2002 - Addison-Wesley
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[BOOK] Doing Business on the Internet: Forms and Analysis, With Forms on Disk
JS Maikin, JSAND Steinberger, JP Weingart... - 1997 - books.google.com
... on Alteration and Destruction A 2-28 [e] Performance Criteria 2-29 [f] **Customer** Information 2 ... TABLE
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[PDF] Application layer Handover of VoIP sessions in IMS Environments [PDF] from psu.edu
T Golovanov - Polytechnic University of Bucharest, Berlin, 2008 - Citeseer
... The application automatically selects the users with fast-CPUs and direct **broadband** to Internet
to become super ... keeps give information about the user's new lo- cation, or about alternative
services that might ... The **client** should not retry the **same** request without modification. ...
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